



Last Updated: 03/09/2022

## Medicaid Managed Care Program Name and Program Enhancements – Effective July 1, 2014

This purpose of this memo is to notify all providers and Managed Care Organizations (MCOs) participating in the Virginia Medical Assistance Program that the Department of Medical Assistance Services (DMAS) will implement a name change for the Medicaid Managed Care program Medallion II to **Medallion 3.0**, effective July 1, 2014. The new program and contract name reflects the progression and evolution of the Medicaid Managed Care program as a result of a number of reforms and innovations including a successful pilot program. In addition to the program name change, we have enhanced our managed care program in several ways. A few examples are:

Foster Care and Adoption Assistance Children: In 2011, Item 297 MMMM1.b. of the 2011 Appropriations Act, DMAS initiated a pilot program where children under the custody of the City of Richmond Department of Social Services were allowed to enroll in the Medicaid Managed Care program (Medallion II). Due to the success of the Richmond City pilot, and as part of the Commonwealth's focus on care coordination for its most vulnerable citizens, the Governor and the 2012 General Assembly endorsed the statewide expansion of Medicaid Managed Care to foster care and adoption assistance children. This transition will be complete June 1, 2014 and will cover more than 10,000 children in the foster care and adoption assistance programs.

Program Integrity: In 2013, collaboration efforts in Program Integrity between DMAS, Managed Care Organizations and the VA Medicaid Fraud Control Unit (MFCU) were reinforced by the addition of new contractual and reporting requirements within Virginia's Mandatory Capitated Managed Care Program.

Medallion Care System Partnership (MCSP): In 2013, through the Medicaid Managed Care contract, DMAS established the Medallion Care System Partnership (MCSP) with the goal of improving health outcomes for Medicaid members through an integrated delivery system of primary, acute, and complex health services provided by contracted MCOs through Health Care Homes or other MCSP approved arrangements. The



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MCSP model of care includes gain and/or risk sharing, performance-based incentives, or other incentive reforms tied to Commonwealth-approved quality metrics and financial performance.



## **MANAGED CARE ORGANIZATIONS**

For more information, please contact the MCO directly. Additional information about the Medicaid MCO program can be found at [http://www.dmas.virginia.gov/Content\\_pgs/mc-home.aspx](http://www.dmas.virginia.gov/Content_pgs/mc-home.aspx).

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## **COMMONWEALTH COORDINATED CARE**

Commonwealth Coordinated Care (CCC) is a new initiative to coordinate care for individuals who are currently served by both Medicare and Medicaid and meet certain eligibility requirements. Please visit the website at [http://www.dmas.virginia.gov/Content\\_pgs/altc-home.aspx](http://www.dmas.virginia.gov/Content_pgs/altc-home.aspx) to learn more.

## **VIRGINIA MEDICAID WEB PORTAL**

DMAS offers a web-based Internet option to access information regarding Medicaid or FAMIS member eligibility, claims status, check status, service limits, service authorizations, and electronic copies of remittance advices. Providers must register through the Virginia Medicaid Web Portal in order to access this information. The Virginia Medicaid Web Portal can be accessed by going to: [www.virginiamedicaid.dmas.virginia.gov](http://www.virginiamedicaid.dmas.virginia.gov). If you have any questions regarding the Virginia Medicaid Web Portal, please contact the Xerox State Healthcare Web Portal Support Helpdesk, toll free, at 1-866-352-0496 from 8:00



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a.m. to 5:00 p.m. Monday through Friday, except holidays. The MediCall audio response system provides similar information and can be accessed by calling 1-800-884-9730 or 1-800-772-9996. Both options are available at no cost to the provider. Providers may also access service authorization information including status via KEPRO's Provider Portal at <http://dmas.kepro.com>.

## **"HELPLINE"**

The "HELPLINE" is available to answer questions Monday through Friday from 8:00 a.m. to 5:00 p.m., except on holidays. The "HELPLINE" numbers are:

1-804-786-6273 Richmond area and out-of-state long distance

1-800-552-8627 All other areas (in-state, toll-free long distance)

Please remember that the "HELPLINE" is for provider use only. Please have your Medicaid Provider Identification Number available when you call.